



2013

A YEAR IN REVIEW

forward FOCUS

MARYLAND TRANSIT ADMINISTRATION
ANNUAL REPORT





MARYLAND TRANSIT ADMINISTRATION



OUR MISSION

The MTA Mission is to provide safe, reliable, interconnected, customer focused, affordable, accessible and efficient public transportation throughout Maryland, enhancing quality of life, supporting the environment and economic development.

OUR VISION

The MTA Vision is to meet the highest standards of customer satisfaction by providing safe, dependable and efficient public transportation throughout Maryland.

SENIOR EXECUTIVE TEAM *(as of November 2013)*

Robert L. Smith – Administrator & CEO
Bernadette Bridges – Chief Safety Officer
John E. Gavrilis – Chief of MTA Police
Paulette Austrich – Director of Media Relations
T. Byron Smith – Principal Counsel
Simone C. Johnson – Chief of Public Affairs & Communications

Channel Sumpter – Director of Internal Audits
D'Andrea L. Walker – Deputy Administrator and Chief Administrative Officer
Simon Taylor – Deputy Administrator and Chief Planning, Program and Engineering Officer
Henry Kay – Executive Director for Transit Development & Delivery

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A MESSAGE FROM THE GOVERNOR AND LT. GOVERNOR



MARTIN O'MALLEY
Governor



ANTHONY G. BROWN
Lt. Governor

Since taking office at the onset of this nation's worst recession since the Great Depression, the O'Malley-Brown Administration has been intensely focused on moving Maryland forward by creating jobs and strengthening and growing our middle class. Working together, our efforts have paid off as Maryland continues to recover from the recession and come back more resilient than ever. The Maryland Transit Administration (MTA) has played a key role in moving Marylanders forward by creating a strong, interconnected transit system that helps citizens get to where they want to go, conveniently and affordably.

A major part of our plan to grow our economy was the passage of the Transportation Infrastructure Investment Act of 2013, which will provide \$4.4 billion in new projects that will help create 57,200 jobs in the transportation industry. With the support from Maryland's Congressional Delegation, local elected officials and citizens, we have developed a comprehensive plan to invest these funds to create a 21st Century transportation system, including building the next generation of transit projects: the Corridor Cities Transitway in Montgomery County, the Red Line in Baltimore and the Purple Line in Montgomery and Prince's George's counties.

In 2013, Maryland also focused on investing more than \$100 million from the Transportation Act to enhance MARC Train Services, including purchasing new locomotives and starting weekend service on the Penn Line linking Baltimore to Washington, D.C. By launching the new weekend service, we are connecting people to jobs, businesses to customers, travelers to BWI Marshall Airport and tourists to amazing attractions in these two great cities. The weekend service has become so successful that additional train cars have been added to meet the steady growth in ridership.

Improvements to MARC are among the many service enhancements we have focused on at the MTA. As one of the nation's largest transit systems, our commitment to building a robust transit system stems from our commitment to make better choices that deliver better results for Maryland's middle class families. Equally important is targeting these transit investments to support sustainable land-use patterns that protect the environment, reduce greenhouse gas emissions and better connect our communities.

As we embark on a new era for transportation in Maryland, please take a few moments to review the MTA's 2013 Annual Report. From advancements in innovation and customer improvements to a continued commitment to system preservation and safety, the MTA is focused on moving forward and delivering a reliable, cost effective and modern transit system for Maryland families.



A MESSAGE FROM THE SECRETARY

JAMES T. SMITH, JR. *Secretary*

On behalf of the dedicated men and women of the Maryland Transit Administration (MTA), I am pleased to present our 2013 Annual Report. Governor O'Malley and Lt. Governor Brown have focused on making better choices that deliver better results for Maryland families, and they have challenged all of us at MTA to deliver transportation projects that help create jobs while making a real difference to the citizens of Maryland. As Maryland's Transportation Secretary, I am proud of our efforts to meet this challenge by building a comprehensive, convenient and interconnected transit system that improves the quality of life of Maryland's citizens and visitors, spurs economic development and increases job opportunities.

In this report, you can read more about the MTA's focus on innovation and efficiency by installing state-of-the-art technology to better communicate with our Light Rail riders and by adding new MV-1 vehicles to the Mobility fleet to provide customers with disabilities a more comfortable and convenient ride. You also will learn about projects that will help us meet the O'Malley-Brown Administration's goal of doubling transit ridership, including opening the reconstructed MARC Halethorpe Station, adding weekend service on the MARC Penn Line and restructuring Commuter Bus routes throughout Maryland to better serve customers. Safety also is paramount to our mission. Our nationally accredited MTA Police Force works closely with their law enforcement counterparts to safeguard our system and, most importantly, our customers.

Maryland made transportation history in 2013 with the landmark passage of the Transportation Infrastructure Investment Act and the Public-Private Partnership (P3) law. Building on that success, MTA achieved major milestones in 2013 to help advance key projects with the Federal Transit Administration's approval of the Final Environmental Impact Statement for the Red Line and the Board of Public Works' approval of delivering the Purple Line through a P3. MTA's bright future can only be achieved with the involvement of our customers, community partners, business leaders, elected officials, advocates and stakeholders who are committed to helping us deliver a convenient, affordable and efficient transit network for Maryland families.

Transportation touches all of our lives and plays a key role in the O'Malley-Brown Administration's efforts to create jobs, expand opportunity and strengthen Maryland's middle class. The men and women of the MTA are playing an important role in this effort and are proud to serve the citizens of Maryland. Thank you for your continued support of the Maryland Transit Administration. We hope you enjoy reading about the agency's award-winning programs and initiatives.



A MESSAGE FROM THE ADMINISTRATOR

ROBERT L. SMITH *Administrator & CEO*

I am pleased to report that the future of public transportation in Maryland is bright, and with the significant investment committed to public transit by the O'Malley-Brown Administration, getting brighter. At the MTA we are necessarily focused every day on delivering the highest quality transit services that are safe, on time and efficient. With the introduction of the *Transit Modernization Program (TMP)* in 2013, we are poised to build on that approach, bringing together an extensive scope of transit projects planned for communities across Maryland.

Highlights of the TMP include a focus on system preservation, extending the life of our current resources by overhauling and upgrading MTA rolling stock, tracks and facilities. The launching of the *Bus Network Improvement Project (BNIP)* is taking our customers' viewpoints into account, utilizing their input to increase our network efficiency and effectiveness. The BNIP initiative is complemented by the continuing modernization of our bus fleet as MTA acquired 50 new diesel/electric hybrid buses.

The Red and Purple Lines continued their steady progress toward completion by surpassing several important milestones this past year. We have made significant progress toward integrating smart technology into our overall operations and communications with customers. And the introduction of MARC Train weekend service demonstrates MTA's commitment to meeting customer demand, as well as to our goal of doubling public transit ridership by 2020.

With this long term focus on meeting the needs of future transit riders, we remain committed to delivering an exceptional customer experience on a daily basis. I am proud to present the accomplishments of the thousands of men and women who serve our customers every day with a passion for safety, performance and courtesy.

2013
A YEAR IN REVIEW

MOVING MARYLAND FORWARD: ABOUT THE MTA

The Maryland Transit Administration is a division of the Maryland Department of Transportation, and one of the largest multi-modal transit systems in the nation. Driven by passenger safety, convenience and affordability, MTA served more than 107 million riders last year.

The MTA fleet is comprised of Local Bus, Metro Subway, Light Rail, MARC Train, Commuter Bus and Mobility paratransit services. The agency administers MARC Train and Commuter Bus services through contracts. The MTA also provides funding and assistance throughout Maryland to support Locally Operated Transit Systems in all Maryland counties, Baltimore City, Annapolis and Ocean City.



MTA FACTS AT A GLANCE FY 2013

ANNUAL RIDERSHIP (trips by mode)	
Local Bus	68,203,155
Metro Subway	15,208,352
Light Rail	8,647,381
MARC Train	9,062,254
Commuter Bus	4,187,141
Mobility/Paratransit	1,651,198
Call-a-Ride (Taxi Access)	432,534
TOTAL:	107,392,015

WEEKDAY RIDERSHIP (trips by mode)	
Local Bus	227,648
Metro Subway	50,712
Light Rail	27,537
MARC Train	36,685
Commuter Bus	16,863
Mobility/Paratransit	5,586
Call-a-Ride (Taxi Access)	1,329
TOTAL:	366,360

FOCUS ON:

INNOVATION AND EFFICIENCY



Standing still is not an option for one of the nation’s largest transit systems, and MTA is on a continuous search for ways to carry out our mission more efficiently, effectively and creatively. We encourage and support every one of our employees to take ownership of the success of “their” MTA. We are committed to continuous improvement throughout the organization.

MTA OPENS STATE-OF-THE-ART CENTRAL CONTROL CENTER

The MTA announced the opening of a new \$15.4 million Central Control Center (CCC) which consolidates the operations of all MTA modes under one roof. The CCC allows the MTA to integrate and modernize operations, control costs and improve customer service. For the first time, MTA personnel are able to monitor Local Bus, Light Rail, Metro Subway and Commuter Bus from a single location. The new facility also houses a communications center, maintenance center and electronic vehicle monitoring capabilities. With the new technology, MTA staff are notified when equipment is experiencing difficulty and are able to respond before a breakdown occurs.

UPGRADED COMMUNICATIONS FOR LIGHT RAIL CUSTOMERS

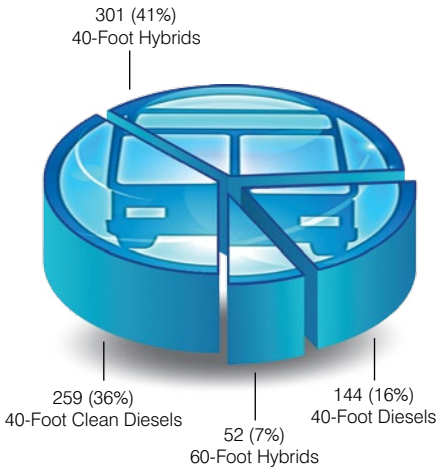
MTA completed installation of fully ADA-compliant public address and LED signs for all 33 Light Rail stops. The project included upgrades to the communications network at the eight stops in the central business district. The improvements serve current customers with improved real-time communications capabilities, and lay the groundwork for enhanced safety and convenience features that include closed circuit television (CCTV) monitoring as well as Next Vehicle Arrival systems.

MTA ADDS MORE ELECTRIC HYBRID BUSES TO ITS FLEET

During 2013, MTA procured 50 New Flyer Xcelsior Electric Hybrid 40-foot buses. This procurement increases MTA’s hybrid fleet size to 353, which is 49 percent of the total fleet. The hybrid buses are designed to perform well in mass transit environments since they function almost entirely off electrical power from 0-12 miles-per-hour. The state-of-the-art diesel/electric hybrid buses are expected to reduce emissions, decrease fuel usage and improve reliability. All 50 buses are planned to be in service by June 2014.

NEW AUTOMATED TOOLS FOR MOBILITY CUSTOMERS

MTA’s PassWeb system was fully launched in 2013, enabling Mobility/ paratransit customers the ease and convenience of using the Internet to access their account any time of day or night, without having to call an operator. Using PassWeb, customers can book or cancel Mobility trips, view their trip history and update information to their account securely. The Pass IVR (Interactive Voice Response) system offers telephone flexibility to riders unable to access the Internet. The increase in efficiency these modern systems offer is helping the MTA to maximize its ability to serve all our customers more quickly and sustainably than ever.



727 BUSES IN ACTIVE FLEET



MTA Mobility's newly acquired MV1 low-floor vehicle.

FOCUS ON: CUSTOMER IMPROVEMENTS

To the MTA, the hundreds of thousands of riders who utilize our system every day to get to work, school and play are more than simply passengers. They are our customers, and we know that our most important job is to keep them safe and satisfied with MTA service. Here are just a few of the ways we strived to make 2013 a banner year for that approach.

TRAVEL TRAINING AND THE FREEDOM TO GET AROUND

At its best, public transit means freedom and independence for all riders. MTA's Travel Training Program was designed to maximize that independence for our Mobility customers by increasing their confidence in using fixed-route services. Nearly 400 participants gained that confidence over the course of 2013. Now instead of relying on individually scheduled rides only, these Mobility customers can navigate the MTA network with greater ease and assurance than ever – while helping to conserve MTA resources for those with the greatest need.

NEW, EASIER ACCESS VEHICLES

Mobility acquired 40 new MV-1 accessible low-floor vehicles as part of a pilot program to improve on-time performance as well as increase passenger comfort and flexibility in entering and exiting the vehicle. The MV-1 has already proven its value in navigating narrow streets that would otherwise prove challenging to operators of the much larger Mobility vans.

EXTENDED CALL CENTER HOURS

In July, Mobility Call Center hours were extended to 7:00 p.m. on weekdays and until 5:00 p.m. on weekends for next day reservations. This allows Mobility customers additional flexibility to determine their own schedules, and greater certainty that their vehicles arrive on time, every time.

CUSTOMER-FIRST SERVICE MODEL LAUNCHED

The Mobility Customer Service Group model moved in 2013 from a message-based system to a "First-Call Solution" delivery model, made possible by the addition of five full-time dedicated Customer Care Agents. They're helping Mobility to achieve its goal of 100 percent customer satisfaction by resolving issues as quickly as possible, empowering administrators to manage recurring as well as short-term issues that can benefit from swift feedback and resolution.

SOUTHERN MARYLAND COMMUTER BUS SERVICE RESTRUCTURED

Passengers who ride MTA Commuter Bus from Charles County to Washington, DC now have more options for their commute. On November 1, 2013, service was significantly restructured and increased to better serve customer demand. MTA increased the number of routes from three to five, resulting in a gain of 16 one-way trips. This not only means more Commuter Bus service availability, but fewer stops and faster trip times.

NEW COMMUTER BUS PARK AND RIDE LOT AT GOLDEN BEACH

MTA opened a new, 500-space Park and Ride lot at Golden Beach in St. Mary's County in May 2013. The lot serves Commuter Bus Routes 903 and 909, which provide service from Golden Beach to Suitland, the Navy Yard, Capitol Hill, Union Station and Northwest Washington, DC. The new lot provides greater access to Commuter Bus transportation, allowing passengers to save money by not driving their cars to work.

INTER-COUNTY CONNECTER BUS SERVICE STREAMLINED

In August 2013, MTA Commuter Bus Service management responded to customer concerns and suggestions by modifying Inter-County Connector Bus Service to better serve the riding public's needs. While the 205 route was eliminated, service on the 202, 203 and 204 routes was streamlined to make the lines more efficient. Lightly-used midday trips were shifted to provide more service in the peak morning and evening commute times.

MTA LAUNCHES NEW ONLINE TICKETING SERVICE

In March 2013, the MTA launched a new, more convenient way to purchase MARC Train tickets and Commuter Bus monthly passes through an online service – mta.commuterdirect.com. The website offers split credit card payments and renewable orders. It also accepts *SmartBenefits*, *Commuter Choice Maryland* vouchers and employer-sponsored credit cards. Consolidating MARC Train and Commuter Bus ticketing provides more options for passengers as well as better customer service. In addition to the new online service, MARC tickets continue to be sold by Quik-Trak machines, Amtrak and Commuter Direct ticket agents and other outlets. Commuter Bus passes are sold at selected MARC stations and Commuter Stores in Virginia.



Service on the 202, 203 and 204 routes was streamlined and the ICC 205 route was eliminated to make the lines more efficient.

FOCUS ON:
CUSTOMER IMPROVEMENTS



“...Halethorpe MARC Station is now fully accessible to passengers with disabilities.”

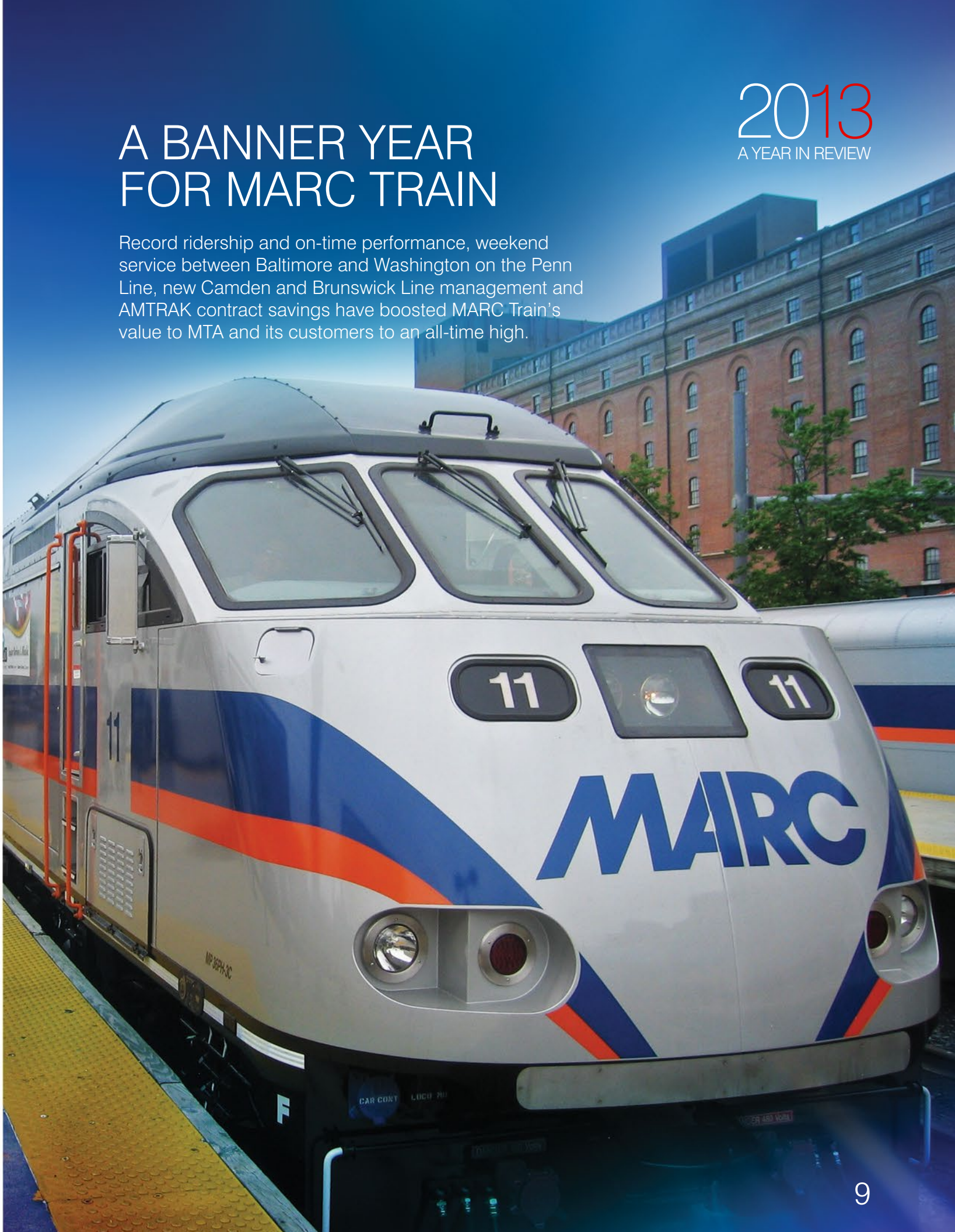
NEW HALETHORPE MARC TRAIN STATION OPENS
The MTA celebrated the completion of major improvements to the Halethorpe MARC Train Station with a grand opening on August 12, 2013. The new station features two high-level, 800-foot long northbound and southbound platforms and a new overhead pedestrian bridge with elevators. As a result of the improvements, the Halethorpe MARC Station is now fully accessible to passengers with disabilities. In addition, the new high-level platforms significantly speed up the boarding process.

MARC TRAIN INTRODUCES WEEKEND SERVICE ON THE PENN LINE
On Saturday, December 7, 2013, Lt. Governor Anthony G. Brown and Baltimore Mayor Stephanie Rawlings-Blake joined enthusiastic passengers to welcome the first day of MARC Weekend Service on the Penn Line with two press events and an inaugural train ride from Washington, DC’s Union Station to Baltimore’s Penn Station. MARC now provides weekend service between Baltimore and Washington, DC, operating nine round trips on Saturdays and six round trips on Sundays. More than 18,000 passengers used the service during the four weekends in December 2013. The link to BWI Marshall Airport Rail Station has also been a significant draw for riders.

MARC TRAIN CAMDEN AND BRUNSWICK LINES UNDER NEW MANAGEMENT
Following a competitive bid process, Bombardier Transportation Services USA Corporation was selected as a replacement for CSX in what was the largest single procurement in the history of the State of Maryland. The transition to Bombardier’s operation of the trains and maintenance of diesel locomotives and single-level railcars occurred on July 1, 2013.

A BANNER YEAR FOR MARC TRAIN

Record ridership and on-time performance, weekend service between Baltimore and Washington on the Penn Line, new Camden and Brunswick Line management and AMTRAK contract savings have boosted MARC Train’s value to MTA and its customers to an all-time high.



TRANSPORTATION DEMAND MANAGEMENT

TRANSPORTATION DEMAND MANAGEMENT EFFORTS YIELD HIGHER RIDERSHIP

The *Commuter Choice Maryland* program utilizes fare discounts to encourage commuters to use public transit. Membership has grown to over 18,000 employees, an increase of over 25 percent in 2013 compared to 2012. The *Maryland Commuter Tax Credit* program has also increased its reach, and is now working with over 800 Maryland employers to offer commuting alternatives to their employees. *Maryland Guaranteed Ride Home* provides free rides home from work in case of emergencies and other unforeseen events, and has grown to 878 registrants as of December 2013.



2013
A YEAR IN REVIEW



FOCUS ON: SYSTEM PRESERVATION



“...MTA invests in system preservation in order to maintain and improve safety, service quality and confidence in all modes of travel.”

METRO SUBWAY TURNS 30

Metro Subway celebrated 30 years of service in 2013, marking three decades of growth in ridership, a significant increase in environmentally friendly transit oriented development, and lighter traffic and auto emissions throughout the Baltimore region. That milestone also offers a reminder that all transit systems and vehicles need continuous attention and upgrading. MTA invests in system preservation throughout its operations in order to maintain and improve safety, service quality and continuing confidence in all our modes of travel.

INFRASTRUCTURE UPGRADES

Overhaul and upgrading of all 14 Traction Power Sub Stations in Metro Subway sections A & B was completed in 2013. Improvements to station equipment compartments, switch gear controls, flooring, power panels and electrical connections is helping to ensure the utmost reliability in electrical supply, while the upgraded redundant systems offer back-up and improved safety in the event of a power failure.

METRO RAILCAR OVERHAUL

There are 204 passenger-duty Metro Subway railcars in service, and every one of them is safer today because the overhaul of their truck (wheel) assemblies and associated components was completed in 2013. For our customers, that means improved reliability overall, more trains in service and more efficient use of MTA resources, with railcars that will stay in service longer for years to come.

LIGHT RAIL VEHICLE OVERHAUL AND ENHANCEMENT

Safety and reliability are MTA's two most important benchmarks for success. In 2013, the first wave of Light Rail vehicles began their mid-life overhaul regimen to upgrade a wide range of their parts and systems to improve each vehicle's performance, enhance passenger comfort and provide an additional 15 years of service for the fleet.

FOCUS ON:
SAFETY AND THE MTA

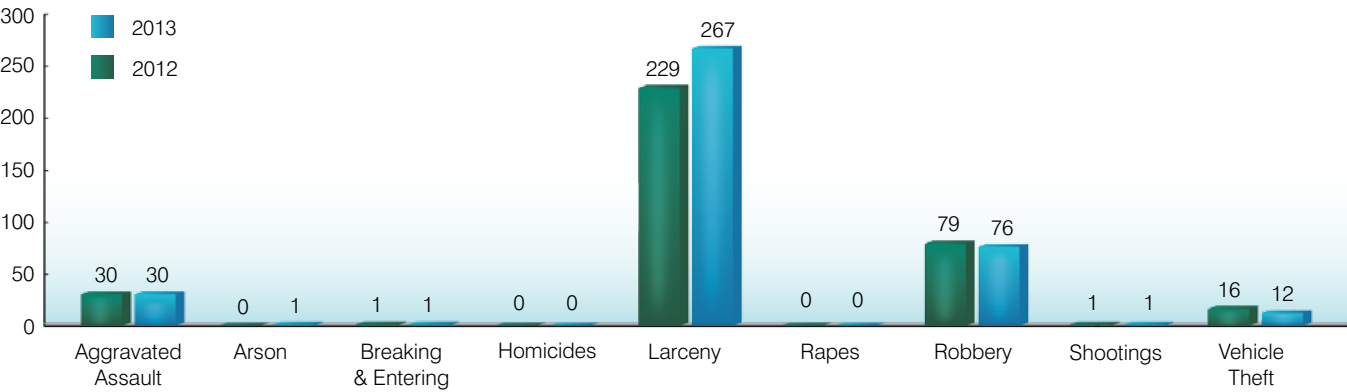
The MTA prides itself on its team of safety professionals that work tirelessly to safeguard customers, employees and facilities. Total security awareness is one of the MTA's most important goals. Achieving it year after year has helped MTA to be recognized for the effectiveness of its police strategies.

MTA POLICE SUPPORT EFFORT TO CURB ELECTRONIC DEVICE THEFT

During 2013, the MTA Police Force worked with the Transit Security Administration to propose changes in Federal Communications Commission regulations that would help to thwart theft of electronic devices. MTA Police also partnered with Baltimore City Police as well as federal, state and local law enforcement agencies to combat the nationwide crime trend in the smart phone and laptop "snatch and run" crime spree on transit modes, launching a public awareness campaign using the theme *Keep Tabs on Your Tablet*.

MTA'S SAFETY AND SECURITY CAMPAIGN GAINS MOMENTUM

Transit riders, transit employees and the general public are responding to the MTA's *If You See Something, Say Something* regional marketing campaign by becoming more vigilant to their surroundings, more aware of suspicious individuals and unsecured packages and more willing to contact the police or transit officials to report security violations. The MTA's transit security campaign message is seen and heard throughout the MTA system every day in print, electronic, social, public address and web media.



The MTA provides a safe ride with a per capita rate of 1.2 crimes per 300,000 riders. Since 2007, violent crime has been reduced by 67 percent due to the efforts of the dedicated men and women of the MTA Police Force. Crime rates in seven of nine categories in 2013 remained even or lower compared to 2012.

OPERATOR AND PASSENGER ASSAULTS GENERATE CREATION OF SPECIAL TASK FORCE

The MTA created a Service Safety Task Force (SSTF) in January 2013 to tackle the issue of operator and passenger assaults, a national problem that has attracted wide interest from many individuals and organizations. MTA's task force consisted of the MTA Police Force, union officials, Baltimore City Police representatives, Baltimore City School officials, Maryland Department of Transportation special interest team members and cross-functional groups from MTA departments. Their mission was simple: develop mitigation strategies that would help to eliminate operator and passenger assaults. The SSTF's nine subcommittees collaborated on several initiatives, including:

- A pilot program utilizing clear protective security barriers for bus operators
- Enhanced communications between Central Control Center staff, operators and MTA Police
- Increased distribution of safety and security awareness materials to operators



FOCUS ON: THE MTA WORKFORCE

“Ownership” for one’s own success at MTA is vital to our approach to serving customers. It’s an attitude that MTA nurtures and supports on many levels. It means more than holding our employees to high-performance standards. It’s proactively making available to them the tools they need to be successful in their jobs. Our skills training and development programs and employee appreciation efforts are all designed to improve service to our customers by letting each MTA employee know that their contributions count.

PREPARING PEOPLE TO SUCCEED, WITH MTA UNIVERSITY

MTA University was launched in 2013 with the idea that preparation plus opportunity equals success. The program is aimed at helping employees improve skills in their current job while preparing them for future advancement. Skill-improvement areas include communication, computer proficiency, financial management, job progression, leadership, person-to-person interaction and organizational knowledge. The overall goal is to offer each MTA employee the opportunity to improve specific job-related skills as well as their ability to manage resources wisely, encourage teamwork and gain support in a continuous quest for improvement for themselves as well as the organization.

TRAINING EVALUATION DASHBOARD IMPLEMENTED

In 2013, the Office of Operations Training (OOT) began implementation of a training evaluation dashboard application that leverages data from the MTA Learning Management System and the MTA Training Evaluation System. The training evaluation dashboards enable OOT management to quickly ascertain the status of training operations as well as the effectiveness of courses and classes conducted at MTA. The dashboard initiative is an ongoing effort intended to optimize the effectiveness of the OOT Training Program and maximize the return on investment that MTA has made in its training program.

MTA HONORS TOP BUS OPERATOR OF 2013

The MTA announced Tony Brown from the Northwest Bus Division as its Top Bus Operator of 2013, an initiative designed to recognize peak performers within the agency. Top performance is determined from levels of accomplishment in four areas: on-time performance, accident avoidance, attendance and consistent radio and farebox logons.

MTA ONCE AGAIN A TOP PERFORMER IN MARYLAND CHARITY CAMPAIGN

The Maryland Charity Campaign offers state employees the opportunity to contribute to nearly 700 charities through payroll deductions. In the spirit of true family-friendliness, MTA employees consistently rank as the top givers among all MDOT modal administrations. In recognition of their generosity, MTA was awarded *The Secretary’s Trophy* for the second year in a row. The agency also won three special statewide awards that included the *Schaefer Cares Award* for the most improved participation rate among large departments, the *MTA Union Award for the Highest Contributions Among Large Departments*, and the *MTA Union Award for the Highest Participation Rate Among Large Departments*.

MTA INTRODUCES BUS INSTRUCTOR TRAINING AND CERTIFICATION PROGRAM

To improve the competencies (teaching techniques and content knowledge) of bus instructors so that new operators trained by the instructors are adequately prepared for their responsibilities in a more thorough, accurate, consistent, documented and professional manner, the Operations Training Department introduced a bus instructor certification program and a new bus operator training curriculum. These initiatives enable the department to affirm the teaching capabilities and content knowledge of the instructors and the effectiveness of the training curriculum for bus operators.

PROJECTS & INITIATIVES: DLLR NEW STARTS TRAINING

JOB TRAINING PARTNERSHIP, STRENGTHENING OUR SERVICE AREA

The Maryland Transportation Infrastructure Investment Act of 2013 commits more than \$3.4 billion to transportation projects over the next five years. The MTA signed a partnership agreement with the Maryland Department of Labor, Licensing and Regulation (DLLR) to prepare Marylanders for the thousands of skilled construction-trade jobs expected to be generated by the Red and Purple Line transit projects and other transportation investments around the state. The agreement is designed to focus DLLR’s job training efforts on these trades through partnerships with labor unions, local workforce development agencies, contractors and community-based organizations to make sure that Maryland’s workforce is ready to build, operate and maintain that transportation network as it grows.

FOCUS ON: PARTNERSHIPS AND SPONSORSHIPS



“...MTA is better able to serve our customers as well as promote the awareness and use of public transportation with impact and efficiency.”

Serving the public's transportation needs is the MTA's reason for being. However, the agency also serves a large cross-section of communities with a wide variety of interests and needs. Through its numerous strategic partnerships, in addition to those listed here, MTA is better able to serve our customers as well as promote the awareness and use of public transportation.

TRANSPORTATION ASSOCIATION OF MARYLAND

The MTA has been a longstanding partner to the *Transportation Association of Maryland* (TAM), a statewide professional association dedicated to improving mobility for all Maryland citizens. MTA's logistical and financial support of TAM's training programs continues to have a significant beneficial impact on the many transit agencies and non-profit transportation providers in Maryland. These programs include TAM's *Rural Training Assistance Program* and its wheelchair safety training initiative; the *Partners in Care* volunteer-driven program that has now expanded beyond Anne Arundel County; and the Howard County *Neighbor Ride* effort, among many others. MTA also works with TAM to support their *Small Bus Rodeo*, held annually at the Dorsey MARC Station.

MARYLAND INSTITUTE COLLEGE OF ART AND BALTIMORE CITY PUBLIC SCHOOLS

For more than a decade, the MTA has partnered with other sponsors to nurture the *Words On Wheels* program as a way to solidify our commitment to the community and the agency's relationship with the young people who are its future, either as customers or employees. *Words on Wheels* is a poetry and art competition that brings together the poetry of middle school students from the Baltimore City Public School System with the art of students from the Maryland Institute College of Art. The winning results are displayed on MTA vehicles throughout the year, providing recognition to the students and a thoughtful blending of poetry and art for MTA customers.

BWI BUSINESS PARTNERSHIP

Since the mid-1990s the MTA has enjoyed a strong partnership with the BWI Business Partnership, a major transportation management association for the BWI Thurgood Marshall Airport business district. The organization supports critical alternative commuting services to the public on behalf of the MTA. These include the promotion of transportation demand management functions such as carpooling and vanpooling, the *Guaranteed Ride Home* program, the *Commuter Choice Maryland* commuter benefits program and the *Maryland Commuter Tax Credit* program. The BWI Business Partnership also plays a major role in fostering greater economic development in the Central Maryland area and frequently consults with the MTA on new transit routes in their service area.

VISIT BALTIMORE

The MTA works closely with *Visit Baltimore*, Baltimore City's premier visitors' resource for what to see and do in Charm City. A key element in meeting MTA's objective to promote transit services to Maryland visitors, Visit Baltimore distributes MTA collateral materials including the *Visitors Ride Guide*, transit route schedules and other key get-around materials to their downtown Visitors Center, as well as to regional visitor centers throughout Maryland and beyond.

GREATER BALTIMORE COMMITTEE

The *Greater Baltimore Committee* (GBC) advocates for the development of a comprehensive integrated regional transit system because good quality transportation infrastructure helps retain existing businesses and attract new ones. The GBC recognizes that transit expansion requires additional funding. They were a leading supporter of the 2013 revenue increase, which was critical to the development of MTA's Red Line and Purple Line projects as well as the expansion of MARC Train Service.



SPONSORSHIPS

Through its many partnerships in addition to those listed here, MTA sponsors and offers logistics support to a wide range of efforts designed to enrich the communities we serve as well as enhance awareness of and enthusiasm for public transportation.

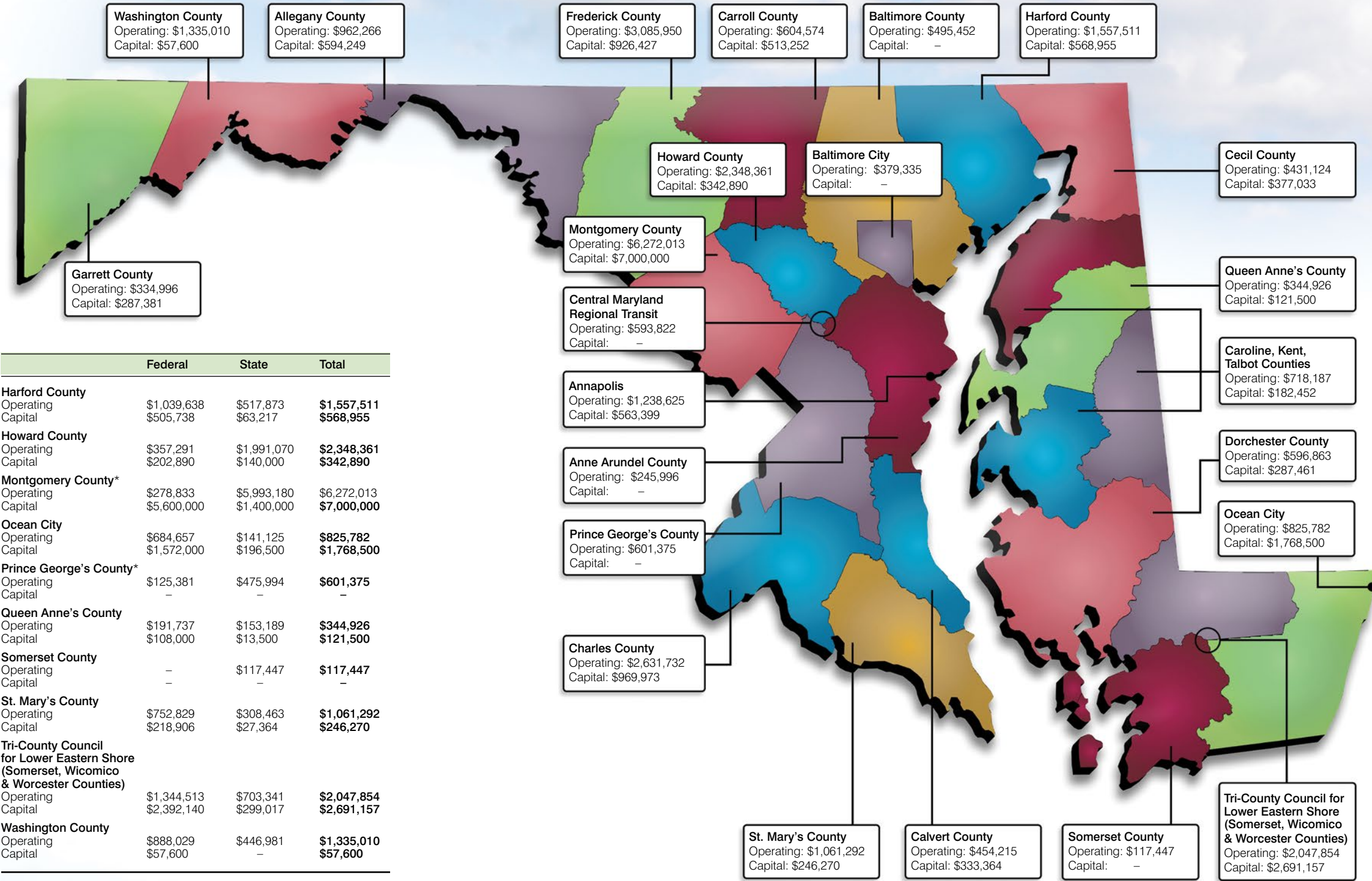
- African American Festival
- Artscape
- Baltimore City Chamber of Commerce – Women's History Luncheon
- Baltimore Fashion Week
- Baltimore Orioles
- Baltimore Ravens
- Conference of Minority Transportation Officials
- Legislative Black Caucus Weekend
- Maryland Economic Development Association
- Maryland State Fair



FOCUS ON:
LOCALLY OPERATED TRANSIT SYSTEMS

Locally Operated Transit Systems (LOTS) in all 23 Maryland counties as well as Annapolis, Baltimore City and Ocean City rely on the MTA for both technical and financial support (in the form of grant awards) for the efficient operation of their public transit systems. MTA regional planners work closely with county transit agencies, monitoring performance of bus operations and guiding service developers in the development of routes that best serve the public's needs. The MTA also assists LOTS in the procurement of new transit vehicles and equipment.

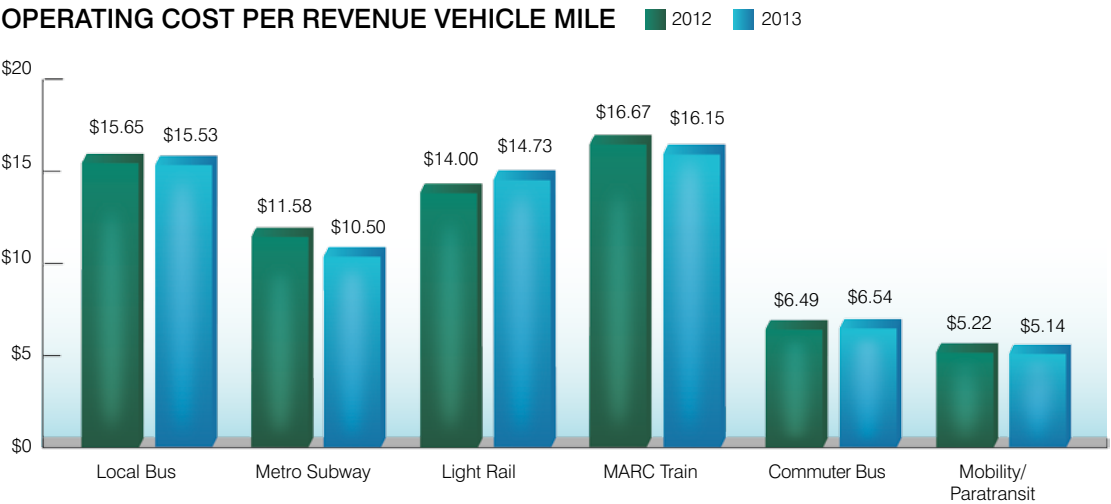
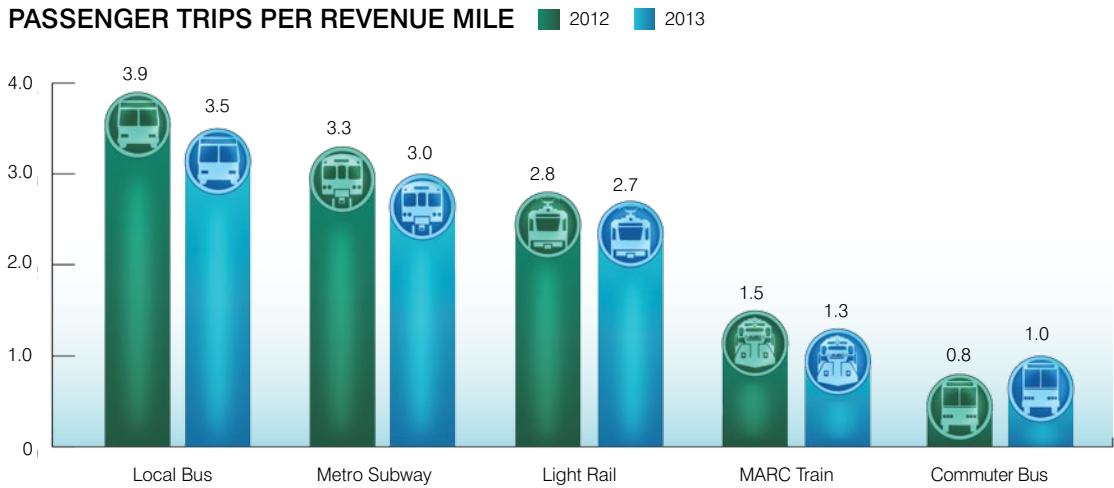
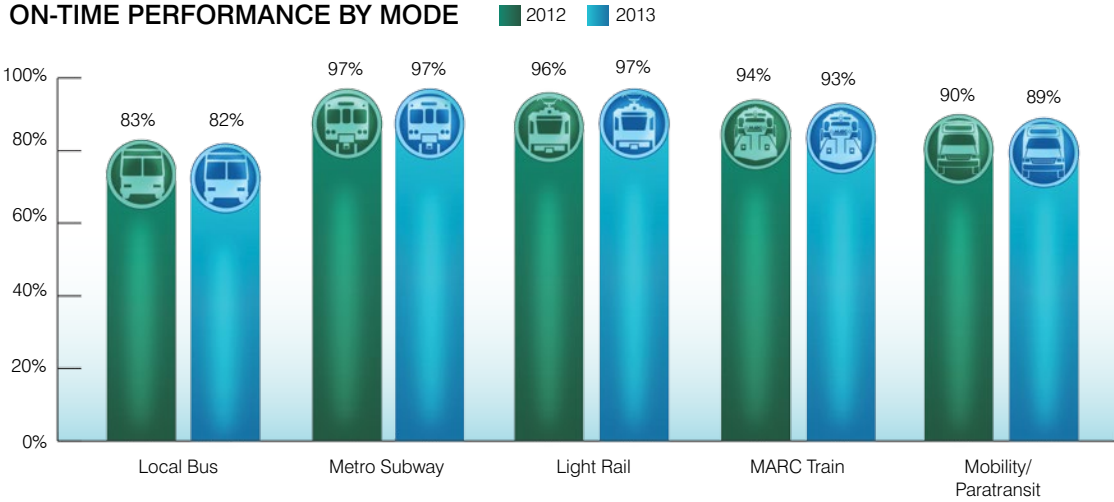
	Federal	State	Total
Allegany County			
Operating	\$574,371	\$387,895	\$962,266
Capital	\$528,222	\$66,027	\$594,249
Annapolis			
Operating	—	\$1,238,625	\$1,238,625
Capital	\$169,964	\$393,435	\$563,399
Anne Arundel County			
Operating	—	\$245,996	\$245,996
Capital	—	—	—
Baltimore City			
Operating	—	\$379,335	\$379,335
Capital	—	—	—
Baltimore County			
Operating	\$68,123	\$427,329	\$495,452
Capital	—	—	—
Calvert County			
Operating	\$234,400	\$219,815	\$454,215
Capital	\$296,324	\$37,040	\$333,364
Caroline, Kent, Talbot Counties			
Operating	\$228,267	\$489,920	\$718,187
Capital	\$162,179	\$20,273	\$182,452
Carroll County			
Operating	\$390,503	\$214,071	\$604,574
Capital	\$456,224	\$57,028	\$513,252
Cecil County			
Operating	\$158,952	\$272,172	\$431,124
Capital	\$335,140	\$41,893	\$377,033
Central MD Regional Transit (CMRT)*			
Operating	—	\$593,822	\$593,822
Capital	—	—	—
Charles County			
Operating	\$2,269,326	\$362,406	\$2,631,732
Capital	\$862,199	\$107,774	\$969,973
Dorchester County			
Operating	\$199,034	\$397,829	\$596,863
Capital	\$255,521	\$31,940	\$287,461
Frederick County			
Operating	\$1,873,745	\$1,212,205	\$3,085,950
Capital	\$823,490	\$102,937	\$926,427
Garrett County			
Operating	\$184,227	\$150,769	\$334,996
Capital	\$255,450	\$31,931	\$287,381



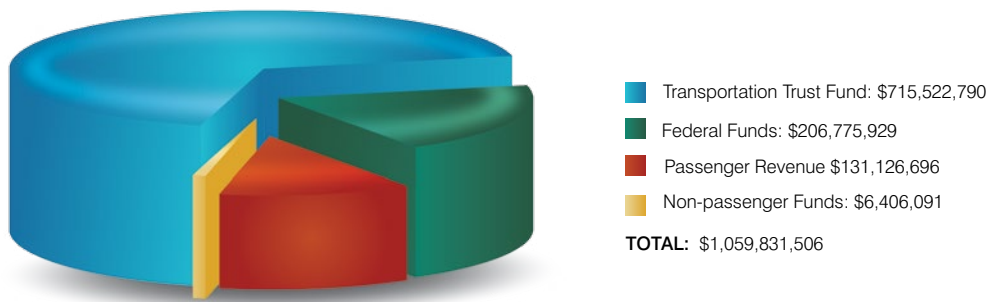
	Federal	State	Total
Harford County			
Operating	\$1,039,638	\$517,873	\$1,557,511
Capital	\$505,738	\$63,217	\$568,955
Howard County			
Operating	\$357,291	\$1,991,070	\$2,348,361
Capital	\$202,890	\$140,000	\$342,890
Montgomery County*			
Operating	\$278,833	\$5,993,180	\$6,272,013
Capital	\$5,600,000	\$1,400,000	\$7,000,000
Ocean City			
Operating	\$684,657	\$141,125	\$825,782
Capital	\$1,572,000	\$196,500	\$1,768,500
Prince George's County*			
Operating	\$125,381	\$475,994	\$601,375
Capital	—	—	—
Queen Anne's County			
Operating	\$191,737	\$153,189	\$344,926
Capital	\$108,000	\$13,500	\$121,500
Somerset County			
Operating	—	\$117,447	\$117,447
Capital	—	—	—
St. Mary's County			
Operating	\$752,829	\$308,463	\$1,061,292
Capital	\$218,906	\$27,364	\$246,270
Tri-County Council for Lower Eastern Shore (Somerset, Wicomico & Worcester Counties)			
Operating	\$1,344,513	\$703,341	\$2,047,854
Capital	\$2,392,140	\$299,017	\$2,691,157
Washington County			
Operating	\$888,029	\$446,981	\$1,335,010
Capital	\$57,600	—	\$57,600
TOTAL OPERATING	\$11,843,856	\$17,440,852	\$29,284,708
TOTAL CAPITAL	\$14,801,987	\$3,029,876	\$17,831,863

*Montgomery, Prince George's & CMRT grants include Washington Area Office Operating funds

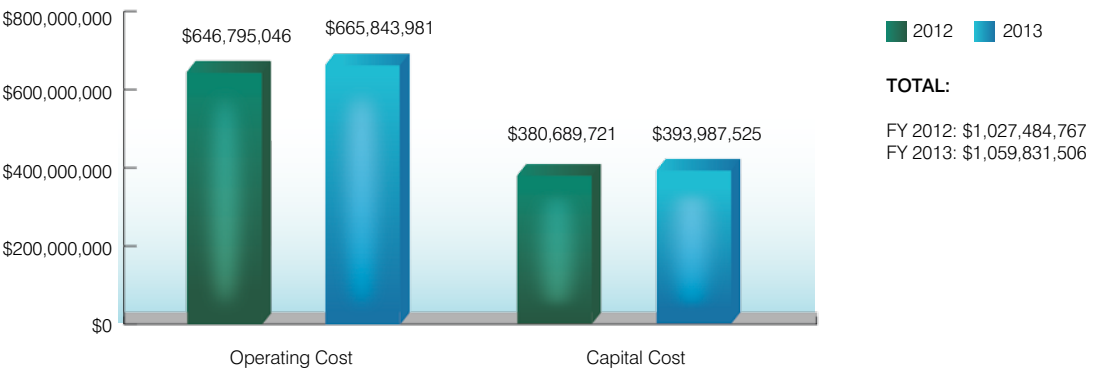
FOCUS ON:
FINANCIALS **AND** RIDERSHIP FY 2013



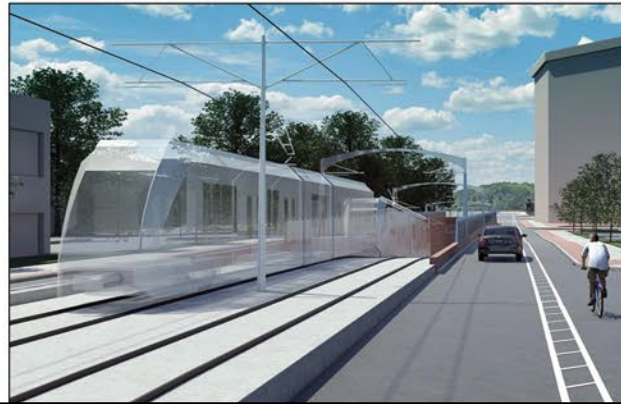
SOURCES OF FUNDS FOR OPERATING AND CAPITAL



OPERATING COST/CAPITAL COST



FOCUS ON:
THE FUTURE



“...we focus on sustainability and our passionate commitment to increasing the use of public transportation.”

Maryland has a proud tradition of investing in the future of transportation. This concern for the long term is recognized as a cornerstone of prosperity for the state's citizens and businesses alike. The year 2013 was no exception. Quality of life and environmental issues play an equally strong role in MTA's approach to transportation. The projects on these pages offer a glimpse at how the organization manifests concern for the neighborhoods we serve, our focus on sustainability and our passionate commitment to increasing the use of public transportation.

CONSTRUCTION BEGINS ON NEW MTA KIRK BUS DIVISION MAINTENANCE SHOP

Construction for the new \$40 million Kirk Bus Division maintenance facility broke ground in 2013. The new shop is planned to maintain and service 154 buses. All areas of the new facility (excluding bus storage areas) will be enclosed. The facility will feature nine 40-foot bus repair bays and six 60-foot articulated bus repair bays. Construction is expected to be completed in 2015.

MTA NEW STATE-OF-THE-ART BUS MAINTENANCE SHOP UNDER CONSTRUCTION

Construction of a new Bus Maintenance Shop capable of maintaining and servicing 775 buses got underway at the MTA's Washington Boulevard Bus Division. The facility features a fully enclosed operation with interior circulation capabilities for the buses. Only the bus storage areas will be outside. The building will have 30 repair and inspection bays, some with pull-through capability. Of the 30 bays, four will be repair bays for 60-foot articulated buses.

BUS NETWORK IMPROVEMENT PROJECT LAUNCHES

The Bus Network Improvement Project (BNIP) is a focused, time-limited initiative to develop a comprehensive plan for updating and improving MTA's Local Bus routes, related operational procedures and scheduling. BNIP is a key part of a larger effort called the Transit Modernization Program, which is working to modernize the entire MTA transit system throughout the state. BNIP will establish a Local Bus transit system plan that maximizes core service quality, increases network efficiency and effectiveness, enhances transit access and improves regional connectivity. A customer survey was conducted in October 2013 to determine current service and performance benchmarks. The results will be utilized to augment analysis of ridership and regional land-use assessments.

RED LINE GETS THE GREEN LIGHT

In March 2013, Governor Martin O'Malley announced that the Baltimore Red Line received a *Record of Decision* from the Federal Transit Administration approving the project's environmental impact and MTA's plans for addressing environmental issues. The decision, based on MTA's *Final Environmental Impact Statement* completed in December 2012, made the first major expansion of the Baltimore region's transit network since the early 1990s eligible for future federal approvals and funding. The 14.1-mile Light Rail line is planned to serve 19 stations in neighborhoods from Woodlawn through downtown Baltimore to Johns Hopkins Bayview Medical Center. Riders will be able to connect to existing Metro Subway, Light Rail and MARC Train lines. Ridership is expected to exceed 50,000 passengers per day by 2035.

BUILDING MOMENTUM WITH PUBLIC-PRIVATE PARTNERSHIPS

In November, Governor Martin O'Malley and members of the Board of Public Works approved MTA's plan to deliver the Purple Line through a Public-Private Partnership (P3). The Purple Line is a 16-mile Light Rail line planned to run from east to west inside the Capital Beltway between Bethesda in Montgomery County and New Carrollton in Prince George's County. The line's 21 planned stations will offer direct connections to Metrorail's Orange Line, Green Line and two branches of the Red Line, as well as to the MARC Train's Brunswick, Camden and Penn lines. Approval of the P3 method for the design, construction, operation and maintenance of the Purple Line, as well as providing up to \$900 million in private financing, offered additional momentum to a project that has been repeatedly cited as critical to strengthening Maryland's infrastructure and expanding economic opportunities for citizens and businesses alike.

PREFERRED TRAINING PARTNER PROGRAM LAUNCHED

MTA and the Maryland Department of Labor, Licensing and Regulation announced the Preferred Training Partner program for the Baltimore Red Line and the Purple Line Light Rail projects. The goal of the program is to prepare and link "opportunity ready" residents of each project corridor directly to the contractors selected to design, build, operate and maintain the Red and Purple lines. By offering workers the education, skills and training they need to compete in the 21st century marketplace, the *Preferred Training Partner* program is intended to create opportunity while contributing to the vitality of strong, growing communities for Maryland families.



FOCUS ON:
EXCELLENCE **AND** AWARDS



“...honoring those who maintain our safety standards and build the infrastructure that keeps MTA vehicles rolling smoothly”

The Maryland Transit Administration works hard every day to offer its customers a satisfactory transportation experience that invites passengers to choose our service time after time. That approach applies to our behind-the-scenes personnel as well – those who maintain our safety standards and build the infrastructure that keeps MTA vehicles rolling smoothly. During 2013, the MTA was honored to receive accolades from several organizations that recognized our approach to delivering excellence.

SERMA AWARDS FOR SAFETY

The Maryland Transit Administration was recognized by the State Employees Risk Management Administration at their annual conference held in May 2013. MTA received three awards at the conference including the prestigious *Governor's Award* for actions by bus operator Sherry Brown, who assisted a fellow co-worker in distress. The MTA also received two *Health and Safety Working Group Awards* for the installation of a unique Safety Performance Evaluation System and for introducing a successful program that dramatically reduced operator assaults.

AN AWARD WINNING APPROACH TO LIGHT RAIL CONSTRUCTION

The Maryland Quality Initiative is a cooperative effort by Maryland's transportation industry partners dedicated to continuous quality improvement in the planning, design, construction and maintenance of Maryland's transportation system. In 2013, MTA's Light Rail division was recognized for two of Maryland's top transportation projects. The *Award of Excellence for Projects Under \$5 Million* was presented for the grade crossing replacements at McCormick Road, Schilling Circle and Pepper Road in Baltimore County. The *Award of Excellence for Projects Over \$5 Million* was presented for the upgrading of the public address system and LED displays to meet the Americans with Disabilities standard at 33 Light Rail stops and three control centers in Baltimore County.

FOCUS ON:
MOVING **FORWARD**

Population growth in Maryland continues to rank among the highest of all Mid-Atlantic states, averaging a gain of almost one-percent every year. With more people come more cars, congestion, pollution and increasing demand for a public transportation network that provides an attractive alternative to sitting in traffic. Surveys consistently show that highways can't do it all – the average American commuter spends about 38 hours annually sitting in traffic. That number jumps to 67 hours a year for car-bound commuters traveling to and from the District of Columbia area. Without MTA Local Bus service alone helping to eliminate the need for 2,000 additional cars on Maryland's roads every day, imagine how much more time we'd spend getting to work, school and play.

The implications are clear for the continuing prosperity and high quality of life of Maryland's citizens – public transit has a critical role to play in our state's vitality and livability. We are committed to investing in better choices for all of Maryland's commuters, for now and for generations to come. The Maryland Transit Administration's record of accomplishment in 2013 represents just the beginning of a transformative approach to public transportation that will enable the agency to live up to its mission to improve the quality of life throughout our state.





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Maryland Department
of Transportation